



## **General Sales Conditions**

Please read the following information before making your order, because by doing so you imply that you accept the sales conditions.

For any doubt you can send us an e-mail to [jocork@jocork.com](mailto:jocork@jocork.com), and we will reply as soon as we can.

### The Cork:

Since cork is a natural product, articles produced with it, may contain natural stains that should not be interpreted as faults. This is what makes each piece handmade, unique.

### Availability:

The availability of your order is always subject to the existing stock. After the sending of your order, you will always receive an email confirming (or not) the availability of the ordered item. If we are out of stock we will inform you of that situation and if any payment was made it will be refunded immediately, unless you want to wait for the item to be produced.

### Shipping:

Jocork commits to shipping your order in a maximum of 5 working days after receiving it, in case the item is in stock. On the day the order is shipped you will receive an email with the according information. It is the client's full responsibility to give the correct and complete address, so that the order can be delivered. Orders returned to Jocork may be sent again but the costs will be imposed on the client.

### Shipping Costs:

The shipping costs are € 5 for Portugal, € 10 for Europe and € 20 for the rest of the world.

### Payments:

You may pay your order by ATM, Bank Transfer or PayPal. If you do it by Bank Transfer, you should send the proof of payment to [jocork@jocork.com](mailto:jocork@jocork.com).

### Returns:

Jocork accepts returns within 15 days of reception of the ordered items. In case you want to make a return, you should send an email to [jocork@jocork.com](mailto:jocork@jocork.com), with your full name, telephone number and reason for returning.

The item and according packaging should be returned in their original conditions. We will not accept used products or damaged packaging. You must attach the original receipt.

The return is made at the client's expense and Jocork cannot refund the cost of this shipping.

The items are of the client's responsibility until they reach Jocork. Therefore, the client must ensure the correct return packaging to avoid any damage to the items or boxes. We advise you to use a postal service that will warrant the value of the items returned.

Miscellaneous:

The dimensions shown in the product details are approximate and may not be precise.

The photos of the items are to show the product's reality in the best way possible, but there may be incongruities between the photo and the actual item.

Privacy and Confidentiality Policy:

All the personal information supplied in your order is confidential and will not be disclosed to other companies or organisations.

Our services will always respect the provisions of the Portuguese Personal Data Protection Law – “Lei nº 67/98, de 26 de Outubro”, considering all the changes introduced to this law, namely those arising from the “Declaração de Retificação n.º 22/98, de 28 de Novembro”, and the “Lei n.º 103/2015, de 24 de Agosto”.

If requested, the data holder has the right to access, rectify and delete your data. To do this, you must contact Jocork at [jocork@jocork.com](mailto:jocork@jocork.com).